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## **Annual General Meeting (AGM) - Minutes, 15th November 2021**

Grand Sapphire Hotel & Banqueting, 45 Imperial Way, Croydon, CR0 4RR

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### **1. Welcome**

- a. ARCC Vice-Chair, Mrs Dilly Surelia opened the meeting by welcoming all the attendees.
- b. A short video presentation on work carried out by ARCC during COVID-19 was presented.

### **2. Housekeeping/Agenda**

- a. ARCC CEO, Ima Miah welcomed the dignitaries, guests, and members to our AGM. In her Welcome note she said this was our first face-to-face meeting since the Covid-19 pandemic started and it was great to see people in person.
- b. After going through the housekeeping announcements, the meeting was informed of the agenda for the AGM.

### **3. Message from The Mayor of Croydon**

- a. The Mayor of Croydon, Cllr. Sherwan Chowdhury thanked ARCC for the invitation to attend the AGM and to hear about the achievements of the organisation over the past year. He said he was very much aware of the work of the organisation and the number of projects on offer to support the community. The Mayor especially thanked some of the founding members of ARCC for their hard work in putting the foundation in place for where ARCC was today.

### **4. Chair's Address**

- a. ARCC Chair, Mr Jay Patel welcomed and thanked everyone for their trust & support to ARCC.
- b. The Chair covered some of the reflections of previous year. Due to Covid pandemic the organisation had faced unprecedented challenges with new hybrid ways of working for all the team. Despite this ARCC showed the resilience, strengths, and capacity to continue providing the services to the most vulnerable.
- c. The Chair thanked the ARCC staff members for all their effort during this difficult period.
- d. The Chair said he was proud of the initiatives we had launched in partnership with NHS, especially to help our community members live a longer and healthier life.

- e. In his message the Chair also covered the growth in our staff members and announced one of our strongest financial year results.
- f. With the foundations that have been laid the Chair mentioned that he was confident of ARCC's future for years to come. He said the next challenge for ARCC was to deliver the promises that are made to our community members.
- g. The Chair said he was proud of the leadership and the support he has received from his fellow Board of Trustees and ARCC staff.
- h. The Chair thanked all the Funders and concluded that results are based on the actions we collectively take. It is the principle that drives the organisation forward with passion, commitment, and dedication.

## **5. Minutes of the last AGM**

- a. Minutes of the last AGM was approved without any correction.

## **6. Secretary's Report**

- a. ARCC Secretary, Sahadat Hossain covered how 2020 highlighted social & inequality in our society. Global movements like "Black Lives Matter" or local issues like Council Section 114 declaration are influencing organisations to rethink their services and their future.
- b. The Secretary mentioned as an organisation we had experienced 60% rise in demand for our services compared to last year. This has led to us reshaping some of the current services and introduce new services like befriending and care packages.
- c. The Secretary thanked all the ARCC Trustees, staff, funding partners, businesses and community members, and our volunteers.
- d. The Secretary went through the Annual Report for 2020/21 and encouraged everyone to have a read if they had not done so. The Annual Report was approved.

## **7. Treasurer's Report**

- a. ARCC Programme Manager, Mamun Khan & ARCC Finance Manager, Debahuti Chakraborty jointly presented the finance update in the absence of ARCC Treasurer, Rumel Jahur.
- b. The meeting was updated on the main income and expenditure of the organisation during the past year. The total income for the year was £497,636 and the total expenditure for the year was £396,123.
- c. The meeting was also updated on the growth of the organisation over the last four years by diversifying our income streams.
- d. The meeting was also updated on the projected income for year ahead and it was mentioned that based on the funds secured to date this was expected to be around £584,000.

- e. The Chair then requested the meeting to approve the ARCC Annual Accounts. This was done without any corrections.
- f. The Chair also requested the meeting to adopt the independent examiners Begg Williamson & Co for the following year. This was also approved at the meeting.

## **8. Business Forum**

- a. The Chair, Jay Patel presented his vision to bring businesses together to engage with the community and build collaborations and partnership for common good.
- b. Mr Anant Barchha, CEO at CEO - Bank House Lockers Ltd & Neelkanth Safe Deposit Ltd talked about why they joined the business forum, the benefits it had brought to their business and how they had engaged with different communities. He also mentioned that as part of their support to the community their business had funded ARCC's Mental Health Project initiative by offering free counselling service to ARCC's clients.
- c. Mr Chris Wilkins, Co-founder & Director at Sporting Memories Network & Foundation spoke about how his foundation is helping ARCC to set up ARCC Sporting Memories Club, a initiative of how sports can bring people together through their memories.
- d. Mr Suleman Raza, CEO & Entrepreneur of Grand Sapphire & Spice Village Group thanked ARCC for the amazing work in the community and especially thanked the ARCC CEO, Ima Miah for her leadership to bring the organisation to where it is today and thanked the Chair, Jay Patel for his initiative in setting up ARCC's Business Forum to bring the businesses together. He commented that success can be translated into benefiting the people around you and giving it back to them. He also thanked everyone associated with ARCC for the noble cause they are playing uplifting the community in Croydon.

## **9. Musical Performance**

- a. Saleel Tambe gave a solo musical performance by playing the Tabla.

## **10. Organisational Update**

- a. The CEO of ARCC, Ima Miah gave an update on the achievements and challenges of the organisation over the past year. She said 2020/21 was an unpredictable year in terms of challenges presented by the pandemic.
- b. We had mobilised the organisation and our delivery partners to work within the new norm and adapted our service delivery to achieve the targets in new and innovative ways. ARCC took services online to engage with thousands of people at a time of great need.
- c. The focus was on making the community aware and provide guidance/support to the most vulnerable during the pandemic restrictions including;
- d. Covid Vaccination messages were communicated in different languages. Our Food Hub became fully fledged food bank delivering free food to those that needed it most. We delivered medication and other essential support to those that were isolated and could not leave home due to underlying health issues. Our telephone services calling individuals on weekly basis to have friendly chat was set up to combat loneliness.

- e. ARCC also supported our delivery partners to adopt this norm of working and build their contractual capacity and delivery issues. We also worked with our Funding Organisations to ensure our delivery outcomes were met under both, challenging & changing circumstances.
- f. Our social & cultural expertise enabled us to address the disproportionate impact of Covid-19 that highlighted social & structural inequalities within Ethnic Communities.
- g. The CEO announced that during the year all major Voluntary Sector organisations worked very close in partnership than ever before and she thanked CNCA, BME Forum and CVA for their support and collaboration. This has now paved way for working in partnership in the future – especially on One Alliance Croydon Health Initiatives and to bring more funding into the Croydon Borough. She finally concluded thanking all ARCC staff, Volunteers, Trustees, VCS organisation, Sponsor, Delivery Partners, funding organisations, NHS and Croydon Council.

#### **11. Message from MP**

- a. Sarah Jones MP for Croydon Central said she was amazed and pleased that ARCC managed to engage with and helped over 6,000 people during the challenging year. She also thanked ARCC leadership and the organisation for the work with all the organisations in Croydon.

#### **12. Project Updates**

- a. ARCC Project Coordinators updated the meeting on some of the projects and of the organisation including Expert Patients Programme, Long-Term Conditions Programme, Mental Health Project, BLBG and Community Facilitator Project.

#### **13. Video Presentation**

- a. A short video presentation was made on “Keeping South Asian Communities from Covid-19” featuring Adil Ray, Art Malik and ARCC.

#### **14. Guest Speaker**

- a. Our guest speaker Dr Agnelo Fernandes MBE, GP Borough Lead for Croydon spoke about the work of ARCC in partnership with the NHS and the support the charity was providing to Croydon Health services.

#### **15. Vote of Thanks**

- a. ARCC Trustee, Ash Balakrishanan concluded with a vote of thanks to everyone involved with ARCC, the guest speakers and all those who attended the AGM. He also thanked Grand Sapphire for providing us their wonderful venue and food.